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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR    | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|-------------------------|---------------------|------------------|
| 10/720,868      | 11/24/2003  | Christopher L. Helbling | 03-1017             | 5164             |

32127 7590 05/14/2009  
VERIZON LEGAL DEPARTMENT  
PATENT MANAGEMENT GROUP  
1320 N. COURTHOUSE ROAD  
9TH FLOOR  
ARLINGTON, VA 22201-2525

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| EXAMINER |
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ADDY, THUAN KNOWLIN

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| ART UNIT | PAPER NUMBER |
|----------|--------------|

2614

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| NOTIFICATION DATE | DELIVERY MODE |
|-------------------|---------------|

05/14/2009

ELECTRONIC

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

patents@VERIZON.COM

|                              |                                      |  |  |
|------------------------------|--------------------------------------|--|--|
| <b>Office Action Summary</b> | <b>Application No.</b><br>10/720,868 | <b>Applicant(s)</b><br>HELBLING ET AL. |  |
|                              | <b>Examiner</b><br>THJUAN K. ADDY    | <b>Art Unit</b><br>2614                |  |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 16 January 2009.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 2-4,9-18,21,22,24,26-31 and 34-37 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 2-4,9-18,21,22,24,26-31 and 34-37 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 24 November 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)                       | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)   | Paper No(s)/Mail Date. _____                                      |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>01/16/2009</u> .  | 6) <input type="checkbox"/> Other: _____                          |

## **DETAILED ACTION**

### ***Response to Amendment***

1. Applicant's amendment filed on January 16, 2009 has been entered. Claims 2-4, 9-18, 21, 22, 24, 26-31, 34, and 37 have been amended. Claims 1, 5-8, 19, 20, 23, 25, 32, and 33 have been cancelled. No claims have been added. Claims 2-4, 9-18, 21, 22, 24, 26-31, and 34-37 are still pending in this application, with claims 10, 15, and 21 being independent.

### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 2-4, 9-18, 21, 22, 24, 26-31, and 34-37 are rejected under 35 U.S.C. 103(a) as being unpatentable over Elsey et al. (US Patent Application, Pub. No.: 2004/0184593 A1), in view of Thorpe et al. (US Patent Application, Pub. No.: 2006/0093120 A1), in view of Eitel (US Patent Application, Pub. No.: 2003/0217097 A1), and further in view of Celik (US Patent Application, Pub. No.: 2007/0021111 A1).
3. In regards to claim 2, Elsey discloses the method, where receiving a request including identifying information comprises receiving a request that includes one of a name, a telephone number, or a network identifier (See pg. 10, paragraph [0103]).

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4. In regards to claim 3, Elsey discloses the method, where receiving a request including identifying information comprises receiving a request that includes an e-mail address (See pg. 10, paragraph [0103]).

5. In regards to claim 4, Elsey discloses the method, where receiving a request including identifying information comprises receiving a request that includes one of an audio signal, a video signal, a photograph, or a digital image (See pg. 12, paragraph [0130]).

6. In regards to claim 9, Celik discloses the method, where automatically storing the contact information in the contact list is performed without user intervention (See pg. 1, paragraph [0006]; pg. 2, paragraph [0010]; pg. 2, paragraph [0012]; pg. 8, paragraph [0064]; and pg. 8, paragraph [0067]).

7. In regards to claim 10, Elsey disclose a method for obtaining contact information (See pg. 2, paragraph [0020]), the method comprising: receiving, by a service center (See Fig. 1 and directory assistance system 100), a request initiated by a user for contact information associated with a telephone number (See pg. 10, paragraph [0103] and pg. 12, paragraph [0130]). Elsey, however, does not disclose querying, by the service center and in response to the request, a directory for the contact information; querying, by the service center and in response to the request, an Internet search engine for the contact information, and receiving, via the service center, the contact information from the directory and the Internet search engine. Thorpe, however, does disclose querying (e.g., via operator at operator terminal 18), by the service center (See Fig. 1 and directory assistance system (DAS) 14) and in response to the request (e.g.,

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caller's request), a directory (See Fig. 5 and master-listing repository 48) for the contact information (e.g., number corresponding to a requested listing) (See pg. 3, paragraph [0035]); and receiving, via the service center, the contact information from the directory and the Internet search engine (See Fig. 1 and directory assistance database (DAD) 20/search engine 46) (See (See pg. 2, paragraph [0025] – [0026]; pg. 3, paragraph [0030]; and pg. 3, paragraph [0035])). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to incorporate these features within the method and system, as a way of enhancing directory assistance automation by searching traditional directory assistance databases with independent listing and locality queries. Elsey, nor Thorpe, however, disclose querying, by the service center and in response to the request, an Internet search engine for the contact information. Eitel, however, does disclose querying, by the service center (e.g., via agent 15) and in response to the request (e.g., from the searcher located at telephone 11), an Internet search engine (See Fig. 1 and search engine 23) for the contact information (See pg. 4, paragraph [0055] – [0056]; pg. 4, paragraph [0058]; pg. 5, paragraph [0066]; and pg. 5, paragraph [0069])). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to incorporate this feature within the method and system, as a way of obtaining information over the Internet through the use of an agent connected to a call center. Elsey, Thorpe, nor Eitel, however, disclose automatically storing, via the service center, the contact information in a contact list associated with the user in response to receiving the contact information at the service center. Celik, however, does disclose automatically storing, via the service center (See Fig. 1, Mobile

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Operator-Over-The-Air Communication Platform 1014, and Mobile Operator Network 1016), the contact information (e.g., name, mobile phone number, business phone number, home phone number, and email address) in a contact list (See Fig. 2 and address book module/phonebook module 2055) associated with the user (e.g., second user) in response to receiving the contact information at the service center (See pg. 1, paragraph [0006]; pg. 2, paragraph [0010]; pg. 2, paragraph [0012]; pg. 8, paragraph [0064]; and pg. 8, paragraph [0067]). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to incorporate this feature within the method and system, as a way of automatically inserting, updating, and maintaining contact information stored in a user's phonebook, thus providing less errors associated with manual data entry.

8. In regards to claim 11, Elsey discloses the method, where the telephone number for which contact information is requested includes a telephone number associated with a call received by the user (See pg. 4-5, paragraph [0049] and pg. 12, paragraph [0126]).

9. In regards to claim 12, Elsey disclose the method, where the telephone number for which contact information is requested includes a telephone number previously dialed by the user (See pg. 4-5 lines [0049] and pg. 12, paragraph [0127]).

10. In regards to claim 13, Elsey discloses the method, where the telephone number for which contact information is requested is specified by the user (See pg. 12, paragraph [0130]).

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11. In regards to claim 14, Elsey discloses the method, further comprising: providing the user with access to the contact information (See pg. 2, paragraph [0020]).

12. In regards to claims 15, 21, and 27, Elsey discloses a method for obtaining contact information in a system that includes a user terminal (e.g., originating telephone, See Fig. 1), a service center (See Fig. 1 and directory assistance system 100), and a server (See Fig. 1 and DL/C database server 136) (See pg. 2, paragraph [0020]), the method comprising: receiving, by the service center, a request from the user terminal for contact information associated with a party, the request including identifying information associated with the party (See pg. 10, paragraph [0103] and pg. 12, paragraph [0130]); forwarding the request from the service center to the server; forwarding the at least one response from the server to the service center (See pg. 7, paragraph [0074] – [0075]); and providing a user of the user terminal with access to the contact information when the at least one response includes the contact information (See pg. 2, paragraph [0020]). Elsey, however, does not disclose transmitting, in response to the request, a query including the identifying information from the server to a directory and to an Internet search engine; receiving at least one response by the server from at least one of the directory or the Internet search engine. Thorpe, however, does disclose transmitting, in response to the request (e.g., caller's request), a query (e.g., via operator at operator terminal 18) including the identifying information (e.g., number corresponding to a requested listing) from the server to a directory (See Fig.1 and directory assistance database 20); and receiving at least one response by the server from at least one of the directory or the Internet search engine (See pg. 2, paragraph

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[0025] – [0026]; pg. 3, paragraph [0030]; and pg. 3, paragraph [0035]). Elsey nor Thorpe, however, disclose transmitting, in response to the request, a query including the identifying information from the server to an Internet search engine. Eitel, however, does disclose transmitting, in response to the request (e.g., from the searcher located at telephone 11), a query including the identifying information from the server to an Internet search engine (See Fig. 1 and search engine 23) (See pg. 4, paragraph [0055] – [0056] and pg. 4, paragraph [0058]). Elsey, Thorpe, nor Eitel, however, disclose automatically storing the contact information in a contact list maintained by the service center when the at least one response includes the contact information, where the contact list is associated with the user. Celik, however, does disclose automatically storing the contact information (e.g., name, mobile phone number, business phone number, home phone number, and email address) in a contact list (See Fig. 2 and address book module/phonebook module 2055) maintained by the service center (See Fig. 1, Mobile Operator-Over-The-Air Communication Platform 1014, and Mobile Operator Network 1016) when the at least one response includes the contact information, where the contact list is associated with the user (e.g., second user) (See pg. 1, paragraph [0006]; pg. 2, paragraph [0010]; pg. 2, paragraph [0012]; pg. 8, paragraph [0064]; and pg. 8, paragraph [0067]).

13. In regards to claim 16, Thorpe discloses the method, where transmitting a query including the identifying information from the server includes transmitting a query including a telephone number and an identifier associated with the user of the user



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terminal (See pg. 2, paragraph [0025] – [0026]; pg. 3, paragraph [0030]; and pg. 3, paragraph [0035]).

14. In regards to claim 17, Elsey discloses the method, where the directory includes a directory assistance service maintained by at least one service provider (See pg. 7, paragraph [0074]).

15. In regards to claims 18 and 26, Elsey discloses the method and system, where providing the user with access to the contact information includes providing the user with access to at least one of a name, a street, a city, a state, a zip code, a facsimile number, or an e-mail address associated with the party (See pg. 7-8, paragraph [0083] and pg. 10, paragraph [0101]).

16. In regards to claim 22, Elsey discloses the system, where the directory includes a directory assistance service maintained by at least one service provider (See pg. 7, paragraph [0074]).

17. In regards to claim 24, Elsey discloses the system, where the user device is one of a general purpose computer, a personal computer, a Blackberry device, a Ergo Audrey device, a wireless device, or a Personal Digital Assistant (See pg. 7-8, paragraph [0083]).

18. In regards to claim 28, Elsey discloses all of claim 28 limitations, except the system, where the service center stores the listing information in a contact list associated with the user. Celik, however, does disclose where the service center stores the listing information in a contact list associated with the user (See pg. 1, paragraph

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[0006]; pg. 2, paragraph [0010]; pg. 2, paragraph [0012]; pg. 8, paragraph [0064]; and pg. 8, paragraph [0067]).

19. In regards to claim 29, Elsey discloses the system, where the response indicates that information associated with the telephone number is not available to the public (See pg. 13, paragraph [0138]).

20. In regards to claims 30 and 36, Elsey discloses the system, where the response indicates a billing type associated with the telephone number (See pg. 6, paragraph [0070]).

21. In regards to claims 31 and 34, Elsey discloses the system, where the response includes at least one error message (See pg. 3, paragraph [0026] and pg. 13, paragraph [0138]).

22. In regards to claim 35, Thorpe discloses the method, where the query is in the form of a Universal Resource Locator (URL) (See pg. 2, paragraph [0025] – [0026] and pg. 3, paragraph [0035]).

23. In regards to claim 37, Thorpe discloses the method, where the contact information includes information associated with more than one party (See pg. 1-2, paragraph [0011] and pg. 2, paragraph [0026]).

***Response to Arguments***

24. Applicant's arguments filed 01/16/2009 have been fully considered but they are not persuasive.

25. In response to Applicants' argument, regarding claim 10, that Eitel does not disclose or suggest querying, by a service center and in response to a request, an Internet search engine for the contact information, Examiner respectfully disagrees. Eitel does disclose and suggest querying, by the service center (e.g., via agent 15) and in response to the request (e.g., from the searcher located at telephone 11), an Internet search engine (See Fig. 1 and search engine 23) for the contact information (See pg. 4, paragraph [0055] – [0056]; pg. 4, paragraph [0058]; pg. 5, paragraph [0066]; and pg. 5, paragraph [0069]).

26. In response to Applicants' argument, regarding claim 10, that Thorpe does not disclose or suggest receiving, via the service center, the contact information from the directory and the Internet search engine, Examiner respectfully disagrees. Thorpe does disclose and suggest receiving, via the service center (See Fig. 1 and directory assistance system (DAS) 14)), the contact information (e.g., number corresponding to a requested listing) from the directory (See Fig. 5 and master-listing repository 48) and the Internet search engine (See Fig. 1 and directory assistance database (DAD) 20/search engine 46) (See (See pg. 2, paragraph [0025] – [0026]; pg. 3, paragraph [0030]; and pg. 3, paragraph [0035]).

***Conclusion***

27. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

28. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

29. Any inquiry concerning this communication or earlier communications from the examiner should be directed to THJUAN K. ADDY whose telephone number is (571)272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

30. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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31. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Thjuan K. Addy/  
Primary Examiner, Art Unit 2614